GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4522
ANSWERED ON:24.04.2008
THE YEAR OF CLEANLINESS BY THE RAILWAYS
Saradgi Shri Iqbal Ahmed

Will the Minister of RAILWAYS be pleased to state:

(a) whether the number of cleanliness complaints have went up many times in 2007, the year Indian Railways observed as the Year of Cleanliness;

(b) if so, whether the data available with the Ministry zone-wise shows that complaints of cleanliness in coaches went up by 400% in north east zone, cleanliness at stations by 350% in north, cleanliness at stations by 200% in south, cleanliness in coaches by 136% in central zone in 2007;

(c) if so, whether in addition to the complaints of cleanliness, there had been lot of complaints about poor quality of bed rolls, bribery and corruption, allotment of seats, thefts, reservation issues and catering and vending services;

(d) if so, the main reasons for these complaints; and

(e) the action the Railways have taken on these complaints?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a): No, Sir.

(b): Does not arise.

(c) & (d): Some complaints of deficiency in the service of bedrolls like poor washing, supply of used/torn linen etc., bribery and corruption in allotment of seats, thefts, reservation issues on account of some unscrupulous elements and unsatisfactory services of catering and vending regarding poor quality and quantity of food do come to notice.

(e): Frequent inspections are conducted by Railway Officers at different levels for monitoring such services and for taking remedial action as warranted. Suitable action is taken against the defaulting licensees and staff found responsible for any shortcomings.